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For more information:

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Regional specialists ready to help with Apple Health questions

DAVENPORT, WASH. – The Health Care Authority (HCA), in partnership with Lincoln Hospital in Davenport, Wash., is providing an HCA staff member to help area residents with enrollment questions in Washington Apple Health, the state’s Medicaid program.

Apple Health clients and applicants in Lincoln County now have Heidi Tucker, a community-based medical assistance specialist, to answer their questions about enrollment, eligibility, and how to apply online. Tucker can’t enter data on new applications, but she can explain how to do it.

Tucker can look up the status of an application that’s on hold and explain how applicants can fix it. She can tell why an application was denied, as well as help current clients verify their Apple Health eligibility to complete their annual reviews. And if she runs across a problem she can’t resolve, Tucker can put people in touch with the right person at the Health Care Authority.

“The opportunity to help people get the health care they need, right way, without having to travel to Spokane or wait to have an application processed, makes a big difference in peoples’ lives,” Tucker said. “They have someone local that they can use as a resource when they need help, as well as someone they can refer friends and family to. Some of the people I have had the opportunity to help have never applied for Apple Health before, but since I was here in the community, they decided to see if they could qualify.”

Tucker is part of a statewide effort to place community-based medical assistance specialists in every county in the state. So far, 55 specialists have been placed in hospitals, clinics, county health departments and community organizations across the state.

Heidi Tucker is stationed at Lincoln Hospital, 10 Nicholls St., Davenport, Wash., 509-725-2979, ext. 162. No appointment is necessary. Clients and potential applicants can find Tucker by checking in at the admitting desk at the main entrance of Lincoln Hospital.

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EDITORS: If you would be interested in scheduling an interview with Heidi Tucker, please contact [Beth Luce](mailto:Beth.Luce@hca.wa.gov), 360-725-0867 at the Health Care Authority.

FOR MORE INFORMATION OR BACKGROUND:

[First-timer’s Guide to Apple Health \(Medicaid\)](#)

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